

Town of Los Gatos  
 CODE COMPLIANCE BI-ANNUAL REPORT  
 January – June 2018

This Code Compliance report summarizes activities for the first half of 2018 (January 1 through June 30, 2018). Of the 238 violations reported in the six month reporting period, 139 of these were violations related to the Noise Ordinance (59 percent of all violations). Of these 139 violations, gasoline powered leaf blowers continue to be the single most frequent violation in the Town at 132 violations. The building code violation category was the second highest category with 22 violations.

In the first half of 2018, Code Compliance staff issued 14 stop work orders for starting construction prior to obtaining a permit. Most of the stop work orders were for remodels to existing residences. This number has increased by eight since the last reporting period. Stop work orders, issued when a permit has not been obtained prior to the work being started, is now being tracked more closely by Code Compliance staff and are entered as a building code violation.

Most violations are brought to Code Compliance’s attention by phone, the Town’s complaint reporting software (Civic Plus), Town staff reporting violations, and by personally observing violations while investigating other concerns.

Table 1 indicates that overall reported/observed violations have increased from 221 to 238 violations when compared to the previous reporting period. Of the 238 violations reported during the first half of 2018, only 27 are still active. The active violations category includes violations that were resolved, but citation fees have not been paid, so they are still counted as active.

**TABLE 1**

COMPLIANCE ACTIVITY	Jan. - June 2017	July - Dec. 2017	Jan. - June 2018	Change from July - Dec. 2017 to Jan. - June 2018
Total violations reported	190	221	238	8%
Violations resolved	167	207	204	-1%
Violations active (normal processing)	22	14	19	36%
Complaints determined not to be a violation	1	5	6	20%

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Table 2 shows that the number of citations issued decreased by five. Violations resulting in litigation or referrals to the Town Attorney have both increased by 1.

TABLE 2

ENFORCEMENT ACTION	Jan. - June 2017	July - Dec. 2017	Jan. - June 2018	Change from July - Dec. 2017 to Jan. - June 2018
Citations issued	34	35	30	-14%
Violations resulting in litigation	1	0	1	100%
Referred to Town Attorney	1	0	1	100%

In April 2017, the Town Attorney's Office and Code Compliance started meeting bi-monthly to discuss problematic properties (with multiple code violations) and how to resolve them. We initially prioritized and toured nine properties. This collaboration between the two Departments continues to result in a more proactive approach to problematic code violations, resulting in more effective enforcement. Two, of the initial nine properties, have been brought into conformance with Town Code.

Code Compliance continues working on the necessary paperwork to obtain an Interior/Exterior Inspection Warrant from the Santa Clara County Superior Court for one property. The property in question displays hoarding conditions on both the interior and exterior and is one of the seven remaining properties mentioned above. Voluntary compliance has not been successful at this time.

On February 1, 2018, the Town Attorney's Office and Code Compliance conducted an Administrative Appeal Hearing regarding a barking dog citation issued to the property owner. The Hearing Officer heard both sides of the case and upheld the citation.

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Table 3 details the types of complaints filed with the Town. Code compliance received approximately 741 phone calls during the reporting period, a nine percent decrease when compared to the previous reporting period.

**TABLE 3**

VIOLATION TYPE	Jan. - June 2017	July - Dec. 2017	Jan. - June 2018	Change from July - Dec. 2017 to Jan. - June 2018
Unlawful accessory structures	0	2	0	-200%
Animal complaints	3	2	3	50%
Noise complaints	121	145	139	-4%
Rubbish and garbage	2	0	6	600%
Building code violations	7	8	22	175%
Unlawful dwelling units	1	0	2	100%
Overgrown weeds, bushes	7	3	9	200%
Lighting complaints	1	0	2	200%
Encroachments, obstruction of right of way	2	4	2	-50%
Inoperative vehicles (boats, trailers, motorhomes)	3	0	2	-200%
Sign violations (A-frames, banners, no permits)	3	2	1	-50%
Home occupation permit violations	0	1	0	-100%
Conditional use permit violations	0	0	0	0%
Miscellaneous violations	40	19	16	-16%
<b>TOTAL</b>	<b>190</b>	<b>221</b>	<b>204</b>	<b>-8%</b>
Total number of phone calls	871	814	741	-9%
Total number of website complaints	88	92	84	-9%